

# **HAVENFINE TRADING LIMITED**

## **PRIVACY POLICY NOTICE**

### **1. PURPOSE OF THIS NOTICE**

This notice describes our Privacy Policy. In other words, how we collect and use personal data about you, in accordance with The General Data Protection Regulation (GDPR) – in force from 25<sup>th</sup> May 2018, and any other national implementing laws, regulations and secondary legislation, as amended or updated from time to time, in the UK ('Data Protection Legislation').

We would be pleased if you would read the following carefully to understand our practices regarding your personal data and how we treat it.

### **2. ABOUT US**

Havenfine Trading Ltd trading as Moore Earthwork Services. We are (registered in England and Wales as a company) under number 3943420 and our registered office is at Newhaven Farm, Dans Lane, Leicester Forest West, Leicestershire LE9 9RY

For Data Protection Legislation purposes and this notice, we are the 'data controller'. This means that we are responsible for deciding how we hold and use personal data about you. We are required under the Data Protection Legislation to notify you of the information which is contained in this privacy notice.

We have appointed *Mrs Lily Moore* as our Data Protection Manager she is our Data Protection Point of Contact and is responsible for assisting with enquiries in relation to this privacy notice or our treatment of your personal data. Should you wish to contact our her you can do so using the contact details noted at paragraph 12 (Contact Us), below.

### **3. HOW WE MAY COLLECT YOUR PERSONAL DATA**

We obtain personal data about you, for example, when:

- you request a proposal from us in respect of the services, products or credit accounts we provide
- you engage us to provide our services, products or credit accounts
- you contact us by email, completion of our website form, telephone, post or social media

- from third parties and/or publicly available resources (for example, from Companies House).

#### **4. THE KIND OF INFORMATION WE HOLD ABOUT YOU**

The information we hold about you may include the following:

- your personal details such as your name and/or address
- details of contact we have had with you in relation to the provision, or the proposed provision, of our services
- details of any services or products you have received from us
- details of any credit accounts you have with us
- our correspondence and communications with you
- information about any complaints and enquiries you make to us
- information from research, surveys, and marketing activities
- information we receive from other sources, such as publicly available information.

#### **5. HOW WE USE PERSONAL DATA WE HOLD ABOUT YOU**

(and comply with our legal obligations.)

We will process your personal data for the purposes necessary for the performance of our contract with you or your firm. This may include processing your personal data where you are a subcontractor, supplier compliance with our legal obligations.

We may process your data to check your identity and credit worthiness.

We may process your personal data for the purposes of our own legitimate interests provided that those interests do not override any of your own interests, rights and freedoms which require the protection of personal data. This may include processing for marketing, business development, statistical and managerial purposes.

We may process your personal data for certain additional purposes with your consent, and in these limited circumstances where your consent is required for the processing of your personal data then you have the right to withdraw your consent to processing for such specific purposes.

Please note that we may process your personal data for more than one lawful basis, depending on the specific purpose for which we are using your data.

## **Situations in which we are likely to use your personal data**

We may use your personal data to:

- carry out our obligations arising from any agreements between you and our firm
- provide you with information related to our services and our events and activities that you request from us, or which we feel may interest you, provided you have consented to be contacted for such purposes
- see your thoughts and opinions on the services we provide and
- notify you about any changes to our services

In some circumstances we may anonymise or pseudonymise the personal data so that it can no longer be associated with you, in which case we may use it without further notice to you.

If you decide to exercise your right to refuse to provide us with certain information, we may not be able to perform any contract we have entered into with you, or supply and goods or credit accounts you require. Additionally, we may not be able to comply with our legal or regulatory obligations.

We may also process your personal data without your knowledge or consent, in accordance with this notice, where we are legally required or permitted to do so.

## **Data retention**

We will only retain your personal data for as long as is necessary to fulfil our legal obligations and the purposes for which it is collected.

When assessing what retention period is appropriate for your personal data, we take into consideration:

- the requirements of our business and the services provided
- any statutory or legal obligations
- the purposes for which we originally collected the personal data
- the lawful grounds on which we based our processing
- the types of personal data we have collected
- the amount and categories of your personal data and

- whether the purpose of the processing could reasonably be fulfilled by other means.

### **Change of purpose**

Where we need to use your personal data for a reason, other than for the purpose for which we collected it, we will only use your personal data where that reason is compatible with the original purpose.

Should it be necessary to use your personal data for a new purpose, we will notify you and communicate the legal basis which allows us to do so before starting any new processing.

## **6. DATA SHARING**

### **Why might you share my personal data with third parties?**

We will share your personal data with third parties where we are required by law, where it is necessary to administer the relationship between us or where we have another legitimate interest in doing so.

### **Which third-party service providers process my personal data?**

“Third parties” includes third-party service providers. The following activities are carried out by third-party service providers; Our firm’s annual accounts preparation, IT and cloud services, professional advisory services and banking services.

All our third-party service providers are required to take commercially reasonable and appropriate security measures to protect your personal data. We only permit our third-party service providers to process your personal data for specified purposes and in accordance with our instructions.

### **What about other third parties?**

We may share your personal data with other third parties, for example in the context of the possible sale or restructuring of the business. We may also need to share your personal data with a regulator or to otherwise comply with the law.

## **7. TRANSFERRING PERSONAL DATA OUTSIDE THE EUROPEAN ECONOMIC AREA (EEA)**

We will not transfer the personal data we collect about you outside of the EEA.

## **8. DATA SECURITY**

We have put in place commercially reasonable and appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

## **9. RIGHTS OF ACCESS, CORRECTION, ERASURE AND RESTRICTION**

### **Your duty to inform us of changes**

It is important that the personal data we hold about you is accurate and current. Should your personal information change, please notify us of any changes of which we need to be made aware by contacting us, using the contact details below.

### **Your rights in connection with personal data**

Under certain circumstances, by law you have the right to:

- Request access to your personal data. This enables you to receive details of the personal data we hold about you and to check that we are processing it lawfully.
- Request correction of the personal data that we hold about you.
- Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have exercised your right to object to processing (see below).
- Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this basis. You also have the right to object where we are processing your personal information for direct marketing purposes.

- Request the restriction of processing of your personal data. This enables you to ask us to suspend the processing of personal data about you, for example if you want us to establish its accuracy or the reason for processing it.
- Request the transfer of your personal data to you or another data controller if the processing is based on consent, carried out by automated means and this is technically feasible.

If you want to exercise any of the above rights, (in the first instance please email our data protection point of contact.

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly either unfounded or excessive. Alternatively, in such circumstances, we may refuse to comply with the request.

We may need to request specific information from you to help us to confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

## **10. RIGHT TO WITHDRAW CONSENT**

In the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal data for a specific purpose (for example, in relation to direct marketing that you have indicated you would like to receive from us), you have the right to withdraw your consent for that specific processing at any time. To withdraw your consent, please write to or email our data protection point of contact.

When we have received notification that you have withdrawn your consent, we will no longer process your personal information (personal data) for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

## **11. CHANGES TO THIS NOTICE**

Any changes we may make to our privacy notice in the future will be provided to you via our website at [www.mooreearthworkservices.co.uk](http://www.mooreearthworkservices.co.uk)

This privacy notice was last updated on 25th May 2018.

## 12. CONTACT US

If you have any questions regarding this notice, or if you would like to speak to us about the manner in which we process your personal data, please [email \*lily@mooreearthworkservices.co.uk\*](mailto:lily@mooreearthworkservices.co.uk) or telephone Lily Moore who is our Data Protection Point of Contact, on 01455 888223

You also have the right to make a complaint to the Information Commissioner's Office (ICO), who are the UK supervisory authority for data protection issues, at any time. The ICO's contact details are as follows:-

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Telephone – 0303 123 1113 (local rate) or 01625 545 745

Website – <https://ico.org.uk/concerns>

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